

WHAT IS CLAIMED IS:

- 1 1. A system for automatically prioritizing communications, comprising:
2 a contact center configured to receive said communications;
3 a decision engine configured to determine a priority code for each of said
4 received communications; and
5 at least one queue configured to store said prioritized communications in
6 order of priority code.
- 1 2. The system of claim 1, wherein said decision engine includes a parser
2 configured to analyze content of said received communications.
- 1 3. The system of claim 1, wherein said communications include text
2 communications and said decision engine includes a parser configured to parse
3 text of said text communications.
- 1 4. The system of claim 3, wherein said text communications contain
2 natural language that is parsed by said parser.
- 1 5. The system of claim 2, wherein said parser identifies concepts of said
2 received communications.
- 1 6. The system of claim 5, wherein said parser identifies relationships
2 between said concepts.

1 7. The system of claim 5, wherein said decision engine compares said
2 concepts with priority criteria to determine said priority codes.

1 8. The system of claim 2, wherein said parser analyzes said received
2 communications by identifying keywords in said received communications.

1 9. The system of claim 1, wherein said communications are received by said
2 contact center via a text-based communication channel.

1 10. The system of claim 1, wherein said communications are voice
2 communications and said decision engine includes a parser configured to
3 analyze content of said voice communications.

1 11. The system of claim 1, wherein an agent having a judgment of priority
2 selects prioritized communications from said queue according to said judgment
3 of priority.

1 12. The system of claim 11, further comprising a monitoring module
2 configured to monitor communications selected by said agent and to provide
3 said selected communications and priority codes of said selected
4 communications as feedback to said decision engine.

1 13. The system of claim 12, wherein said decision engine utilizes said
2 feedback to adjust priority criteria used to determine priority of said received
3 communications.

1 14. The system of claim 1, wherein said decision engine includes a parser
2 configured to parse said received communications and a priority module
3 configured to receive parsed communications from said parser and determine
4 said priority code for each of said parsed communications.

1 15. The system of claim 14, wherein said priority module is a learning
2 system and receives feedback from a monitoring module that monitors
3 communications selected from said queue by at least one agent.

1 16. The system of claim 14, wherein said priority module is a rule-based
2 system that determines said priority code according to a set of predetermined
3 rules.

1 17. The system of claim 1, wherein said priority code is determined in
2 accordance with priority guidelines established by a user of said system.

1 18. A system for automatically prioritizing tasks, comprising:
2 a contact center configured to receive said tasks;
3 a decision engine configured to determine a priority code for each of said
4 tasks; and
5 at least one queue configured to store said tasks in order of priority code.

1 19. The system of claim 18, wherein said decision engine includes a parser
2 configured to analyze content of said tasks.

1 20. The system of claim 18, wherein said decision engine includes a parser
2 configured to parse text of said tasks.

1 21. The system of claim 20, wherein said tasks contain natural language
2 that is parsed by said parser.

1 22. The system of claim 19, wherein said parser identifies concepts of said
2 tasks.

1 23. The system of claim 22, wherein said parser identifies relationships
2 between said concepts.

1 24. The system of claim 22, wherein said decision engine compares said
2 concepts with priority criteria to determine said priority codes.

1 25. The system of claim 19, wherein said parser analyzes said tasks by
2 identifying keywords in said tasks.

1 26. The system of claim 18, wherein said tasks are received by said contact
2 center via a text-based communication channel.

1 27. The system of claim 18, wherein said tasks are voice tasks and said
2 decision engine includes a parser configured to analyze content of said voice
3 tasks.

1 28. The system of claim 18, wherein an agent having a judgment of priority
2 selects tasks from said queue according to said judgment of priority.

1 29. The system of claim 28, further comprising a monitoring module
2 configured to monitor tasks selected by said agent and to provide said selected
3 tasks and priority codes of said selected tasks as feedback to said decision
4 engine.

1 30. The system of claim 29, wherein said decision engine utilizes said
2 feedback to adjust priority criteria used to determine priority of said tasks.

1 31. The system of claim 18, wherein said decision engine includes a parser
2 configured to parse said tasks and a priority module configured to receive
3 parsed tasks from said parser and determine said priority code for each of said
4 tasks.

1 32. The system of claim 31, wherein said priority module is a learning
2 system and receives feedback from a monitoring module that monitors tasks
3 selected from said queue by at least one agent.

1 33. The system of claim 31, wherein said priority module is a rule-based
2 system that determines said priority code according to a set of predetermined
3 rules.

1 34. The system of claim 18, wherein said priority code is determined in
2 accordance with priority guidelines established by a user of said system.

1 35. A method for automatically prioritizing communications, comprising:
2 receiving said communications;
3 determining a priority code for each of said received communications;
4 and
5 storing said prioritized communications in at least one queue according
6 to priority code.

1 36. The method of claim 35, wherein the step of determining a priority code
2 includes analyzing content of said received communications.

1 37. The method of claim 35, wherein the step of determining a priority code
2 includes parsing text of said received communications.

1 38. The method of claim 37, wherein said text of said received
2 communications contains natural language.

1 39. The method of claim 36, wherein analyzing content of said
2 communications includes identifying concepts of said received
3 communications.

1 40. The method of claim 39, wherein the step of determining said priority
2 code includes comparing said concepts with priority criteria.

1 41. The method of claim 36, wherein analyzing said received
2 communications includes identifying keywords.

1 42. The method of claim 35, wherein said communications are received via a
2 text-based communication channel.

1 43. The method of claim 35, wherein said communications include voice
2 communications and the step of determining a priority code includes analyzing
3 content of said voice communications.

1 44. The method of claim 35, wherein an agent having a judgment of priority
2 selects communications from said queue according to said judgment of priority.

1 45. The method of claim 44, further comprising the step of monitoring
2 communications selected by said agent and utilizing said selected
3 communications and priority codes of said selected communications as
4 feedback.

1 46. The method of claim 45, wherein utilizing said selected communications
2 and said priority codes includes adjusting priority criteria used to determine
3 priorities of said communications.

1 47. The method of claim 43, further comprising the step of converting said
2 voice communications into text communications prior to determining said
3 priority code.

1 48. The method of claim 43, wherein analyzing content of said voice
2 communications includes identifying emotional content.

1 49. A system for automatically prioritizing communications, comprising:
2 means for receiving said communications;
3 means for determining a priority code for each of said received
4 communications; and
5 means for storing said prioritized communications in order of priority
6 code.

1 50. A system for automatic task prioritization, comprising:
2 a decision engine configured to receive tasks and to determine a priority
3 of each task;
4 at least one task queue configured to store said prioritized tasks in order
5 of priority; and
6 a monitoring module configured to monitor tasks selected from said task
7 queue by at least one agent and to forward said selected tasks and
8 a priority code associated with each selected task as feedback to
9 said decision engine such that said decision engine uses said
10 feedback to update priority criteria.